

**California Public Utilities Commission
Service Quality Standards Reporting
General Order No. 133-D**

Company Name: Cox California Telcom, L.L.C.

U#: 5684-C

Report Year: 2021

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: Cox California Telcom, L.L.C.

Measurement (Compile monthly, file quarterly)		Date filed (5/14/2021)			Date filed (x/xx/2021)			Date filed (xx/xx/2021)			Date filed (x/xx/2021)		
		1st Quarter			2nd Quarter			3rd Quarter			4th Quarter		
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Installation Interval Min. standard = 5 bus. days	Total # of business days												
	Total # of service orders												
	Avg. # of business days												
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments												
	Total # of installation commitment met												
	Total # of installation commitment missed												
	% of commitment met												
Customers	Acct # for voice or bundle, res+bus	321,546	318,942	315,600									
Customer Trouble Report													
Min. Standard	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines	496,445	483,313	489,027								
		Total # of trouble reports	7,959	7,781	8,725								
		% of trouble reports	1.6%	1.6%	1.8%								
	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of working lines											
		Total # of trouble reports											
		% of trouble reports											
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines											
		Total # of trouble reports											
		% of trouble reports											
Adjusted Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	1052	919	1083									
	Total # of repair tickets restored in ≤ 24hrs	1017	887	1053									
	% of repair tickets restored ≤ 24 Hours	96.7%	96.5%	97.2%									
	Sum of the duration of all outages (hh:mm)	13808:30	10737:47	13550:12									
	Avg. outage duration (hh:mm)	13:07	11:41	12:31									
Unadjusted Out of Service Report	Indicate if catastrophic event is in month	No	No	No									
	Total # of unadjusted outage report tickets	1446	1271	1384									
	Total # of repair tickets restored in ≤ 24hrs	989	879	1038									
	% of repair tickets restored ≤ 24 Hours	63.5%	69.2%	75.0%									
	Sum of the duration of all outages (hh:mm)	15237:58	11989:05	14029:56									
	Avg. outage duration (hh:mm)	10:32	9:26	10:08									
Refunds	Number of customers who received refunds	552	578	683									
	Monthly amount of refunds	\$7,690.72	\$5,764.50	\$5,210.49									
Answer Time (Trouble Reports, Billing & Non-Billing) Min. standard = 80% of calls ≤ 60 seconds to reach live agent (w/ a menu option to reach live agent)		First Quarter 2021			Second Quarter 2021			Third Quarter 2021			Fourth Quarter 2021		
	Total # of calls for TR, Billing & Non-Billing	29,782	26,839	29,827									
	Total # of call seconds to reach live agent	444,612	340,515	886,640									
	% ≤ 60 seconds	95%	95%	91%									

Primary Utility Contact Information

Name: Marcie Evans

Phone: (858) 836-7313

Email: Marcie.Evans@cox.com

Date Adopted: 7/28/09
Date Revised: 12/08/09 (Corrects typographical errors)
Date Revised: 05/04/10 (Added new lines and changed terms to reflect requirements of G.O.133-C)
Date Revised: 11/10/2016 (Add new rows to reflect requirements of GO 133-D)

**California Public Utilities Commission
Service Quality Standards Reporting
General Order No. 133-D**

Company Name: Cox California Telcom, L.L.C.

U#: 5684-C

Report Year: 2021

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: San Diego

Measurement (Compile monthly, file quarterly)		Date filed (5/14/2021)			Date filed (x/xx/2021)			Date filed (xx/xx/2021)			Date filed (x/xx/2021)		
		1st Quarter			2nd Quarter			3rd Quarter			4th Quarter		
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Installation Interval Min. standard = 5 bus. days	Total # of business days												
	Total # of service orders												
	Avg. # of business days												
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments												
	Total # of installation commitment met												
	Total # of installation commitment missed												
	% of commitment met												
Customers	Acct # for voice or bundle, res+bus	178,439	177,023	175,257									
Customer Trouble Report													
Min. Standard 6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines	282,235	280,483	278,372									
	Total # of trouble reports	4,236	4,437	4,770									
	% of trouble reports	1.5%	1.6%	1.7%									
8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of working lines												
	Total # of trouble reports												
	% of trouble reports												
10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines												
	Total # of trouble reports												
	% of trouble reports												
Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	581	546	645									
	Total # of repair tickets restored in ≤ 24hrs	556	528	622									
	% of repair tickets restored ≤ 24 Hours	96%	97%	96%									
	Sum of the duration of all outages (hh:mm)	7876:08	6721:28	8548:19:00									
	Avg. outage duration (hh:mm)	13:34	12:19	13:15									
Unadjusted Out of Service Report	Indicate if catastrophic event is in month	No	No	No									
	Total # of unadjusted outage report tickets	803	752	802									
	Total # of repair tickets restored in ≤ 24hrs	539	523	612									
	% of repair tickets restored ≤ 24 Hours	67%	70%	76%									
	Sum of the duration of all outages (hh:mm)	8892:01	7309:10	8931:27:00									
	Avg. outage duration (hh:mm)	15:59	9:43	11:08									
Refunds	Number of customers who received refunds	280	350	354									
	Monthly amount of refunds	\$2,387.45	\$3,744.41	\$3,083.19									
Answer Time (Trouble Reports, Billing & Non-Billing) Min. standard = 80% of calls ≤ 60 seconds to reach live agent (w/ a menu option to reach live agent)	Total # of calls for TR, Billing & Non-Billing												
	Total # of call seconds to reach live agent												
	% ≤ 60 seconds												

Primary Utility Contact Information

Answer Time (Trouble Reports "TR Billing & Non-Billing)
Min. standard = 80% of calls ≤ 60 seconds to reach live agent (w/ a menu option to reach live agent)

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Service Quality Standards Reporting
General Order No. 133-D**

Company Name: Cox California Telcom, L.L.C.

U#: 5684-C

Report Year: 2021

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: Orange County

Measurement (Compile monthly, file quarterly)		Date filed (5/14/2021)			Date filed (x/xx/2021)			Date filed (xx/xx/2021)			Date filed (x/xx/2021)		
		1st Quarter			2nd Quarter			3rd Quarter			4th Quarter		
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Installation Interval Min. standard = 5 bus. days	Total # of business days												
	Total # of service orders												
	Avg. # of business days												
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments												
	Total # of installation commitment met												
	Total # of installation commitment missed												
	% of commitment met												
Customers	Acct # for voice or bundle, res+bus	108,570	107,587	106,311									
Customer Trouble Report													
Min. Standard	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines	170,129	158,866	167,088								
		Total # of trouble reports	2,691	2,385	2,874								
		% of trouble reports	1.6%	1.5%	1.7%								
	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of working lines											
		Total # of trouble reports											
		% of trouble reports											
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines											
		Total # of trouble reports											
		% of trouble reports											
Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	333	271	322									
	Total # of repair tickets restored in ≤ 24hrs	325	261	319									
	% of repair tickets restored ≤ 24 Hours	98%	96%	99%									
	Sum of the duration of all outages (hh:mm)	4253:56	2997:10	3641:18									
	Avg. outage duration (hh:mm)	12:46	11:04	11:19									
	Indicate if catastrophic event is in month	No	No	No									
Unadjusted of Service Report	Out	Total # of unadjusted outage report tickets	464	385	427								
		Total # of repair tickets restored in ≤ 24hrs	314	258	315								
		% of repair tickets restored ≤ 24 Hours	68%	67%	74%								
		Sum of the duration of all outages (hh:mm)	4570:49	3467:37	3737:54								
		Avg. outage duration (hh:mm)	9:51	9:01	8:45								
Refunds	Number of customers who received refunds	191	151	256									
	Monthly amount of refunds	\$4,552.65	\$1,367.87	\$1,610.34									
Answer Time (Trouble Reports, Billing & Non-Billing) Min. standard = 80% of calls ≤ 60 seconds to reach live agent (w/ a menu option to reach live agent)													
	Total # of calls for TR, Billing & Non-Billing												
	Total # of call seconds to reach live agent												
	% ≤ 60 seconds												

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**California Public Utilities Commission
Service Quality Standards Reporting
General Order No. 133-D**

Company Name: Cox California Telcom, L.L.C.

U#: 5684-C

Report Year: 2021

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: Palos Verdes

Measurement (Compile monthly, file quarterly)		Date filed (5/14/2021)			Date filed (x/xx/2021)			Date filed (xx/xx/2021)			Date filed (x/xx/2021)			
		1st Quarter			2nd Quarter			3rd Quarter			4th Quarter			
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	
Installation Interval Min. standard = 5 bus. days	Total # of business days													
	Total # of service orders													
	Avg. # of business days													
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments													
	Total # of installation commitment met													
	Total # of installation commitment missed													
	% of commitment met													
Customers	Acct # for voice or bundle, res+bus	13,290	13,225	13,108										
Customer Trouble Report														
Min. Standard	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines	14,791	14,713	14,597									
		Total # of trouble reports	465	458	457									
		% of trouble reports	3.1%	3.1%	3.1%									
	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of working lines												
		Total # of trouble reports												
		% of trouble reports												
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines												
		Total # of trouble reports												
		% of trouble reports												
Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	59	60	48										
	Total # of repair tickets restored in ≤ 24hrs	59	58	46										
	% of repair tickets restored ≤ 24 Hours	100%	97%	96%										
	Sum of the duration of all outages (hh:mm)	688:34	631:59	647:49										
	Avg. outage duration (hh:mm)	11:40	10:32	13:30										
Unadjusted of Service Report	Indicate if catastrophic event is in month	No	No	No										
	Out	Total # of unadjusted outage report tickets	72	71	57									
		Total # of repair tickets restored in ≤ 24hrs	59	58	45									
		% of repair tickets restored ≤ 24 Hours	82%	82%	79%									
		Sum of the duration of all outages (hh:mm)	712:58	741:47	647:49									
		Avg. outage duration (hh:mm)	9:54	10:45	11:22									
Refunds	Number of customers who received refunds	56	59	49										
	Monthly amount of refunds	\$283.28	\$474.42	\$300.34										
Answer Time (Trouble Reports, Billing & Non-Billing) Min. standard = 80% of calls ≤ 60 seconds to reach live agent (w/ a menu option to reach live agent)	Total # of calls for TR, Billing & Non-Billing													
	Total # of call seconds to reach live agent													
	% ≤ 60 seconds													

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**California Public Utilities Commission
Service Quality Standards Reporting
General Order No. 133-D**

Company Name: Cox California Telcom, L.L.C.

U#: 5684-C

Report Year: 2021

Reporting Unit Type: Total Company Exchange Wire Center

Reporting Unit Name: Santa Barbara

Measurement (Compile monthly, file quarterly)		Date filed (5/14/2021)			Date filed (x/xx/2021)			Date filed (xx/xx/2021)			Date filed (x/xx/2021)		
		1st Quarter			2nd Quarter			3rd Quarter			4th Quarter		
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Installation Interval Min. standard = 5 bus. days	Total # of business days												
	Total # of service orders												
	Avg. # of business days												
Installation Commitment Min. standard = 95% commitment met	Total # of installation commitments												
	Total # of installation commitment met												
	Total # of installation commitment missed												
	% of commitment met												
Customers	Acct # for voice or bundle, res+bus	21,247	21,107	20,924									
Customer Trouble Report													
Min. Standard	6% (6 per 100 working lines for units w/ ≥ 3,000 lines)	Total # of working lines	29,290	29,251	28,970								
		Total # of trouble reports	567	501	624								
		% of trouble reports	1.9%	1.7%	2.2%								
	8% (8 per 100 working lines for units w/ 1,001 - 2,999 lines)	Total # of working lines											
		Total # of trouble reports											
		% of trouble reports											
	10% (10 per 100 working lines for units w/ ≤ 1,000 lines)	Total # of working lines											
		Total # of trouble reports											
		% of trouble reports											
Out of Service Report Min. standard = 90% within 24 hrs	Total # of outage report tickets	79	42	68									
	Total # of repair tickets restored in ≤ 24hrs	77	40	66									
	% of repair tickets restored ≤ 24 Hours	97%	95%	97%									
	Sum of the duration of all outages (hh:mm)	989:52	387:10	712:46									
	Avg. outage duration (hh:mm)	12:32	9:13	10:29									
	Indicate if catastrophic event is in month	No	No	No									
Unadjusted Out of Service Report	Total # of unadjusted outage report tickets	107	63	98									
	Total # of repair tickets restored in ≤ 24hrs	77	40	66									
	% of repair tickets restored ≤ 24 Hours	72%	63%	67%									
	Sum of the duration of all outages (hh:mm)	1062:10	470:31	712:46									
	Avg. outage duration (hh:mm)	9:56	7:28	7:16									
Refunds	Number of customers who received refunds	25	18	24									
	Monthly amount of refunds	\$467.34	\$177.80	\$216.62									
Answer Time (Trouble Reports, Billing & Non-Billing) Min. standard = 80% of calls ≤ 60 seconds to reach live agent (w/ a menu option to reach live agent)	Total # of calls for TR, Billing & Non-Billing												
	Total # of call seconds to reach live agent												
	% ≤ 60 seconds												

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